



Develop Yourself as a High-EQ Leader

Engage and inspire your People



Objectives

Emotional Intelligence doesn't have to be touchy-feely! There are proven and practical tools that can be used.

In this seminar, participants will:

- Become familiar with the key concepts of Emotional Intelligence;
- Learn several practical tools to make a difference in their relationships with their colleagues, peers and superiors; and
- Come up with an action plan to implement these tools right away.

This program covers the four aspects of Emotional Intelligence. These are:

Self Awareness – Your ability to accurately perceive your emotions and stay aware of them as they happen. This includes keeping on top of how you tend to respond to specific situations and certain people.

Self Management – Your ability to use awareness of your emotions to stay flexible and to positively direct your behavior. This means managing your emotional reactions to all situations and people.

Social Awareness - Your ability to accurately pick up on emotions in other people and get what is really going on. This often means understanding what other people are thinking and feeling, even if you don't feel the same way.

Relationship Management - Your ability to use awareness of your emotions and the emotions of others to manage interactions successfully. This means letting emotional awareness guide clear communication and the effective handling of conflict.

This program is based on the Talentsmart "Impact EQ Learning" program, for which Sebastien Henry got certified in the United States. **He is the first certified Trainer in Greater China.**

Talentsmart is one of the leading providers of EQ-based solutions in the US. Their services are used by half of the Fortune 500 companies, the American Management Association and the Ken Blanchard Companies.

Program overview

From our experience, the ideal format for this program is:

- A two-day training session for a group of 20 persons at the most. At the end of this session, participants come up with a personalized action plan.

We don't usually recommend a shorter session, as there would be less time for practice and role-playing, which are crucial in making sure that participants really use what they learn.

- Three to five follow-up group coaching sessions after these two days, to support the participants in implementing what they have learned and in translating their action plans into reality. These sessions are also opportunities for the participants to share with others what works and what doesn't in what they try to do differently.
- A wrap-up session after two to three months to review the action plans and the results that have been achieved.

Of course, this is not a fixed format, and we are always open to discussing with our clients how to design the most effective program, taking into account their specific situations.

Who should participate?

Anyone in a leadership position, especially middle and senior managers

Program Outline

PART ONE

The fundamentals of Emotional Intelligence: Understanding our emotions and using them in a resourceful way

<p>What is EQ?</p>	<ul style="list-style-type: none"> • The basic elements of EQ • The scientific foundation of EQ • The relationship between EQ and IQ • IQ, EQ and business performance
<p>Putting emotions into perspective</p>	<ul style="list-style-type: none"> • The nature of emotions • The functions of emotions • Using emotions constructively
<p>Developing self-awareness: Understanding our emotions at work</p>	<ul style="list-style-type: none"> • Learning to observe our feelings under different work situations • Monitoring thoughts and physical signs that accompany a particular feeling • Discovering why we react the way we do • Recording trends we see in our own behavior: emotions that empower us and emotions that don't • Exploring what negative behaviors we fall victim to when our emotions get the better of us
<p>Developing self-management: Using our emotions in a resourceful way</p>	<ul style="list-style-type: none"> • Discovering the situations where our emotions get the better of us • Learning to notice when we feel these emotions • Admitting what's happening and buying ourselves some time before taking action • Using strategies that help us manage our reactions to emotionally troubling situations • Overcoming typical pitfalls and obstacles

PART 2

Using our Emotional Intelligence to better understand people in our team and to build more trusting relationships with them

<p>Why Social Awareness and Trust matter</p>	<ul style="list-style-type: none"> • Identifying, understanding and adjusting our position within the organization • Maintaining and developing a relationship network to further personal and organizational goals
<p>Developing Empathy and Social Awareness:</p> <p>Understanding people in our team in a better way</p>	<ul style="list-style-type: none"> • Developing skills to attune to how others feel at the moment – developing empathy • Reading the currents, decision networks, and politics at the organizational level • Recognizing and meeting others’ needs
<p>Building more trust, and maintaining trust in times of conflict</p>	<ul style="list-style-type: none"> • Tools for instant rapport building • The art of giving constructive feedback • Communicating emotions in an appropriate way • Dealing with difficult staff and customers • Using emotions to resolve conflicts effectively • Typical pitfalls and how to avoid them • Solving the four typical dysfunctions through the use of Gestalt principles
<p>Action plan for continual EQ development</p>	<ul style="list-style-type: none"> • Key areas for improvement • Activities to undertake by each participant and the required time and resources • Foreseeable obstacles and how to overcome them

Methodology

(1) PREPARATION

Our aim is to make sure that our services suit our clients' needs as closely as possible. In order to achieve this, we arrange phone interviews with five selected participants before the training (approximately two hours in total). Also, each participant will have to complete a preparation questionnaire prior to each seminar.

Additionally, most of our clients find it useful to perform an assessment prior to the seminar. We typically use Talentsmart EQ assessments.

The use of assessment is optional, but highly recommended, as it helps the participants to identify quickly where they should focus on to make the most out of the training (their areas for improvement).

The price of this assessment is 300 HKD per person.

(2) INTERACTIVITY

We emphasize the need for highly interactive learning. Our trainers are certified coaches who know how to get participants truly engaged and bring out their best. We use "real plays", as opposed to "role plays", making practice as close as possible to the real issues that the participants face in their daily work.

(3) PRACTICAL LEARNING

Participants need very practical tools that they can use right in the middle of the action. We believe that theory is needed if and only if it makes it easier for participants to master the tools they need.

(4) FOLLOW UP

We believe that it takes practice before any new learning can be translated into action. It is easy for people to lose track of what they have learned once they return to their daily responsibilities.

Thus, we offer a follow-up procedure to make sure that the program will be effective. Each participant will have the chance to take part in two group coaching sessions, within two months after the training.

Contact

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Selection of our clients

Some of the clients we have served:



Progress-U's trainers for this program

	<p>Gloria Leung</p> <p>Executive Trainer & Coach</p> <p>Associate of Progress-U Limited</p>
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Gloria Leung firmly believes that people can do better if they are willing to stretch themselves and are open to learning new ways of doing things.

She graduated from Hong Kong Baptist University with a BBA (Hon) degree, majoring in Human Resources Management. She is a Certified NLP Trainer (NLP-U) as well as a Certified Hypnotherapist (ABH, IMDHA). She worked for a professional training consultancy company which had branches in China, Macau and Hong Kong. They served their clients in different cities, such as Guangzhou, Zhongshan, Panyu, Shenzhen with training workshops and coaching services. These clients came from a variety of different industries: advertising, telecommunication, chain restaurants, retail, FMCG and manufacturing.

Gloria Leung was the Regional Training Manager (China Region) of an MNC, serving seven operations in five cities with more than four thousand employees. She was responsible for employee training and development strategy, while conducting professional management training. She also was the executive coach of the middle management in Tianjin and Suzhou. She is well experienced in training and coaching a wide variety of people in different cities throughout PRC.

Ms. Leung is passionate and persistent about the growth of people, with a strong interest in helping them develop their Emotional Intelligence. With wide exposure on human engineering skills, such as NLP, Coaching, Enneagram and Gestalt, her "toolbox" is large.

Her training & coaching style is full of passion, humor and fun.

Languages: Mandarin, English, Cantonese

Credentials

- Accredited in Harrison Assessments
- BBA (Hon) majoring in Human Resources Management
- NLP Trainer (NLP University, USA)
- Certified Hypnotherapist (ABH, IMDHA)



Sebastien Henry

Executive Trainer & Coach

Partner of Progress-U Limited

Sebastien is the expert for Emotional Intelligence (EQ) and cross-cultural management at Progress-U Ltd. He works with executives and entrepreneurs who want to:

- Avoid feeling exhausted and uprooted as their career takes them to the top
- Become more inspiring leaders by developing their Emotional Intelligence (EQ) at work and cross-cultural skills, and as a consequence
- Be able to motivate more their people more and retain the best

Sebastien is convinced that leaders who are able to make the best out of the cultural differences in their teams in Asia and know how to strengthen and use their Emotional Intelligence can make a big difference in their organization. Because they are leaders for whom people want to commit and give their best.

Having worked in an Asia-Pacific regional position at a multinational company, he has extensively experimented on how to develop Emotional Intelligence in his daily work life. He currently authors a book on this topic. He also worked with Japanese and Chinese teams in Tokyo and Shanghai and practiced the art of listening and leading across cultures.

He firmly believes in action, and the tools he is using and sharing are derived from several areas of his life: his business experience as a corporate executive, of course, but also his intensive practice of mountaineering and rock climbing (7a onsight and more than 50 alpine routes), his commitment of teaching and coaching prisoners.

Languages: Spoken and written Mandarin, Japanese, English, French (native language)

Credentials:

- MBA, BA in Psychology, BA in Philosophy
- Certified NLP Practitioner and Master Practitioner
- Certified NLP Trainer (NLP, USA)
- Certified Coach (ICC)
- Certified Trainer (Level I and II) of the "EQ Impact Learning" program (Talentsmart, USA)